

FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA

Equipping Vehicles

Vehicle Emergency Equipment Installation by Teams

Department of State Police
implemented this best practice
in December 1997

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
32 Support resources
322 Enhance/upgrade organizational capabilities

Best Practice Summary (how it works, how you measure it)

Prior to December 1997, police vehicles were equipped for service using a two-stage process. The two-stage process was accomplished in the same building, only minimal effort was made to coordinate the process. Starting in December 1997, the State Police garage staff was reorganized into teams. Each team was responsible for installing all equipment on a vehicle. This change eliminated the separate handling of the vehicles and resulted in improved efficiency and production.

Impact on the Process Organizational Performance (OUTCOMES)

The reorganization explained above resulted in improved efficiency and production of equipped police vehicles. Prior to December 1997, there was no method of monitoring work performance of the individual employees assigned to the garage. With the reorganization to teams (a team leader and two individual positions), work production has increased. The change to the teams has also created competition between the teams, thereby, increasing production.

Best Practice Qualification

The Department of State Police believes that the example provided demonstrates superior improvement to an organizational unit through the use of “teams.” The use of this “team concept” can be duplicated in other agencies depending on the type of work being performed.

For Additional Information

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